

FORMAT IX: Transfer of Consumer's connection and conversion of services.**Name of Company:** BSES RAJDHANI POWER LIMITED.**Period of Report:** Aug-19**Year:** 2019

Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
					With in Specified Time	Beyond Specified Time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Transfer of Name	Within two billing cycles of acceptance of application or clearing of dues whichever is later	162	3,820	3,982	3,806	50	3,856	126
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	186	2,307	2,493	2,225	76	2,301	192
Change of Category	As per Regulation 17 (5)	1,226	1,333	2,559	954	77	1,031	1,528
Incase connection is denied after receipt of payment against demand note	-	23	200	223	15	208	223	0
Connection energized through Loop	As per Regulation 11	0	0	0	0	0	0	0
If notice towards downward if any is not sent	31st May of Financial year	0	0	0	0	0	0	0